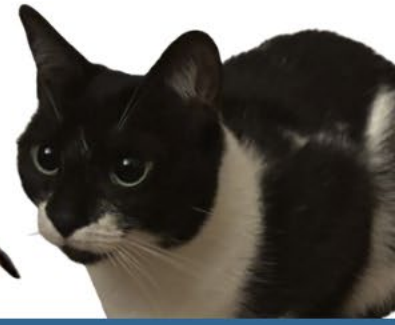
City of San José Animal Care & Services

Patrick
Adopted November 2024

Juice
Adopted July 2024



Soju
Adopted March 2025

Annual Report Fiscal Year 2024-2025

Matt Loesch, Public Works Director
Monica Wylie, Deputy Director
Kiska Icard, Division Manager
Dr. Elizabeth Kather, DVM, Division Manager

Congratulations new furfamilies

After a full year of being in our care, Quintin was adopted on February 18

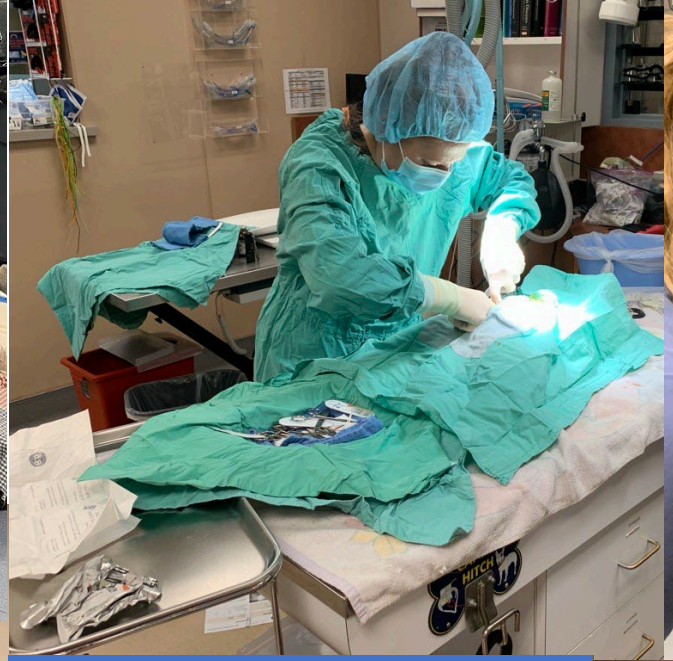
FY 24-25

- **4,639 Pets Adopted**
- **2,964 Pets Fostered**
- **1,141 Strays Redeemed by their Families**
- **2,212 Pets Rescued or Transferred**

Peldon—now Clio—was cleared by our medical team of hyperthyroidism and has since been adopted.

Six of our most overlooked dogs were all adopted in June. Each dog was featured on our social media

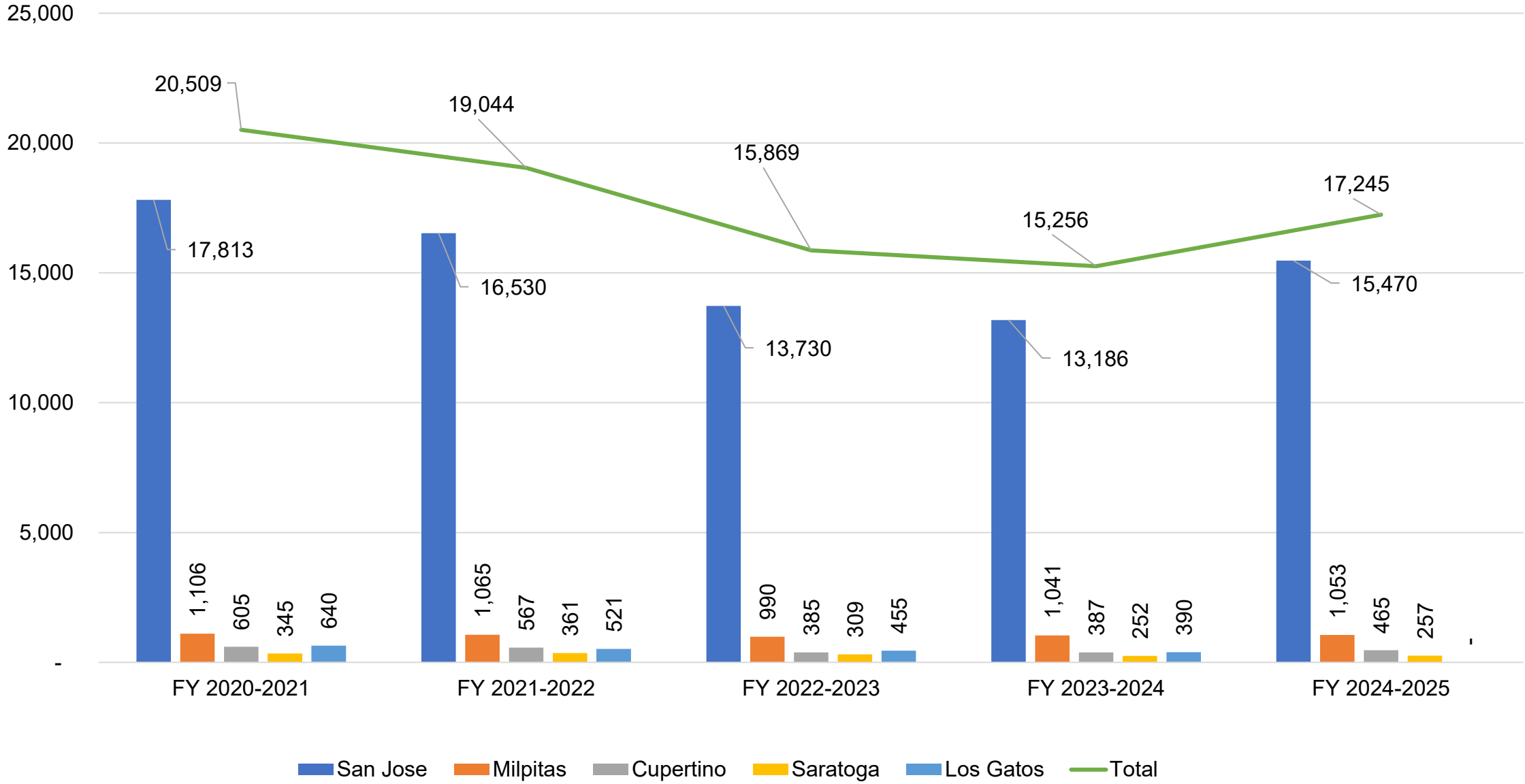
City of San José
Animal Care Center



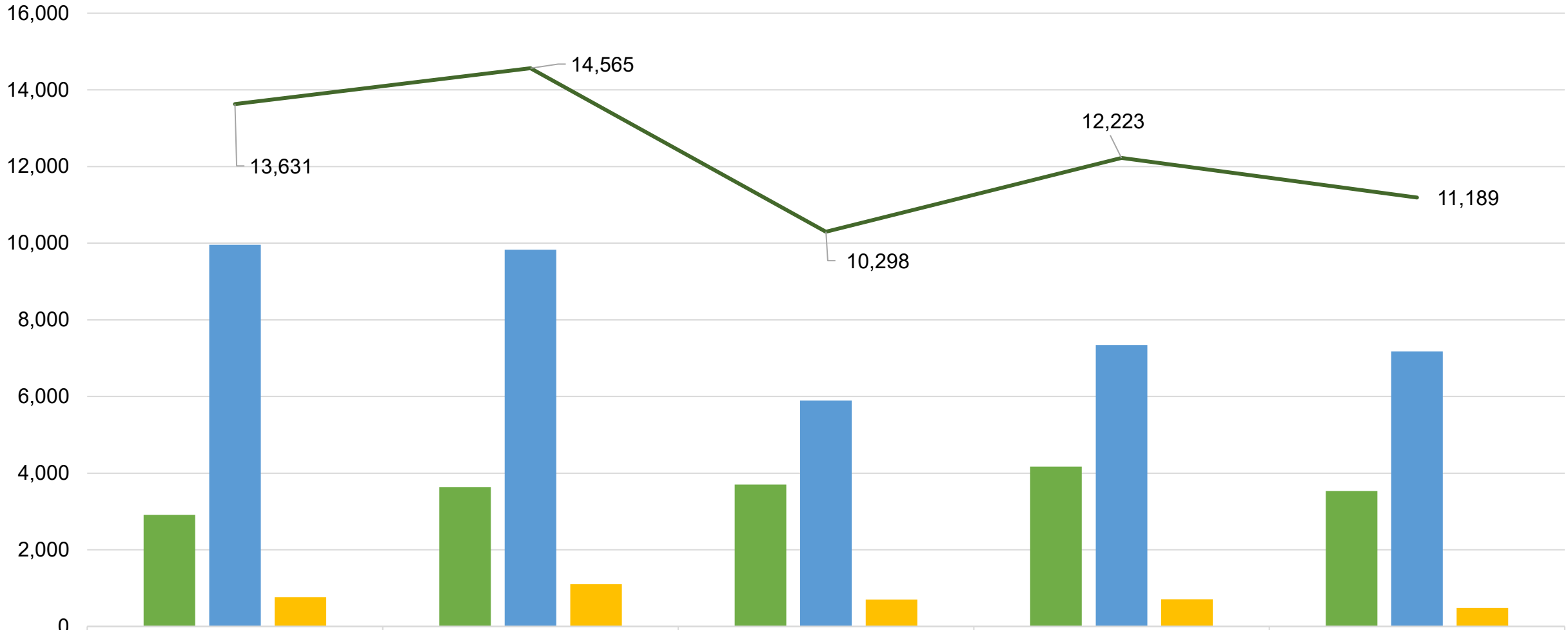
HSSV Surgical Clinic Utilization

6,990 surgical procedures performed

Field Calls for Services

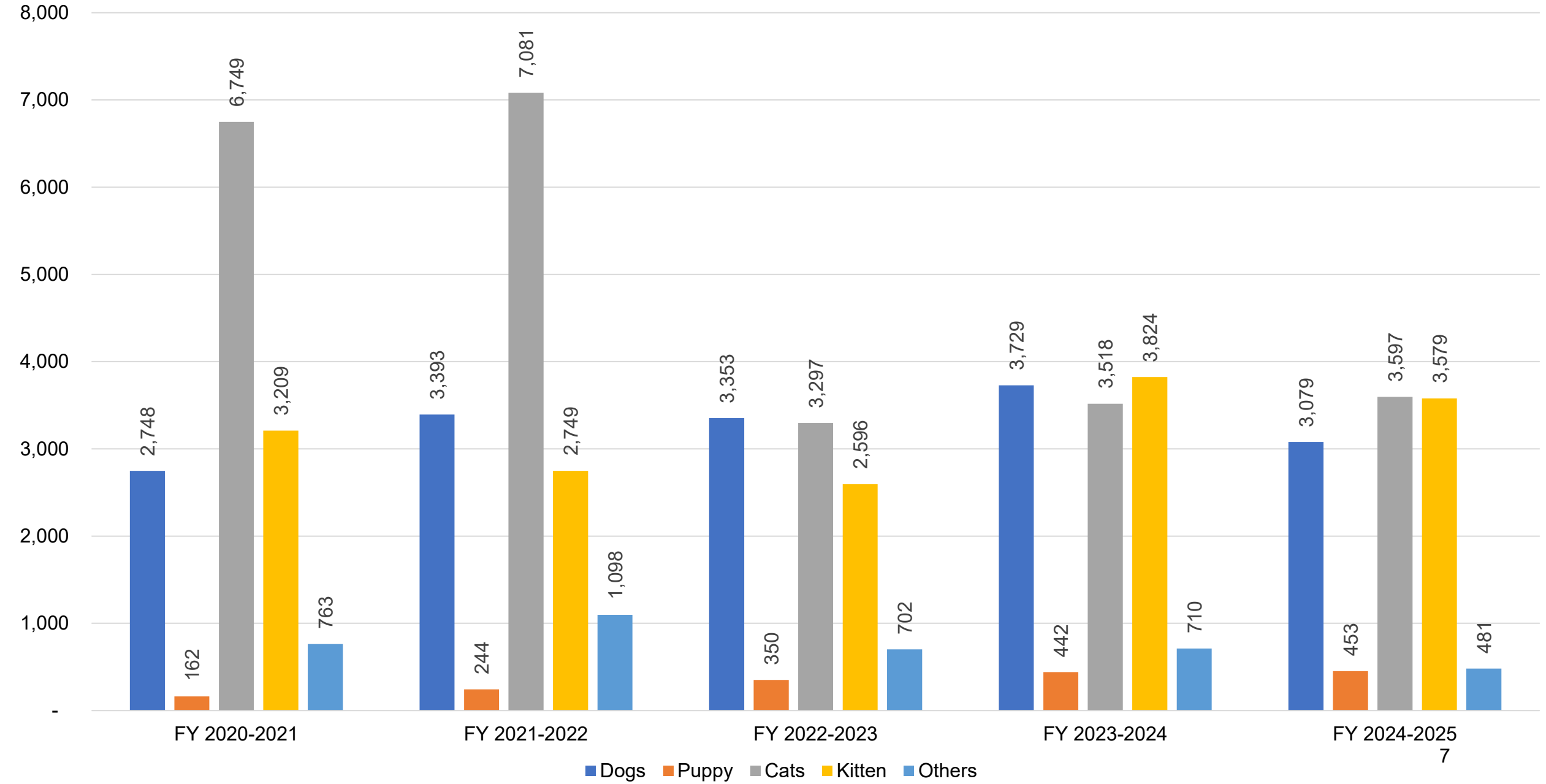


Animal Intake

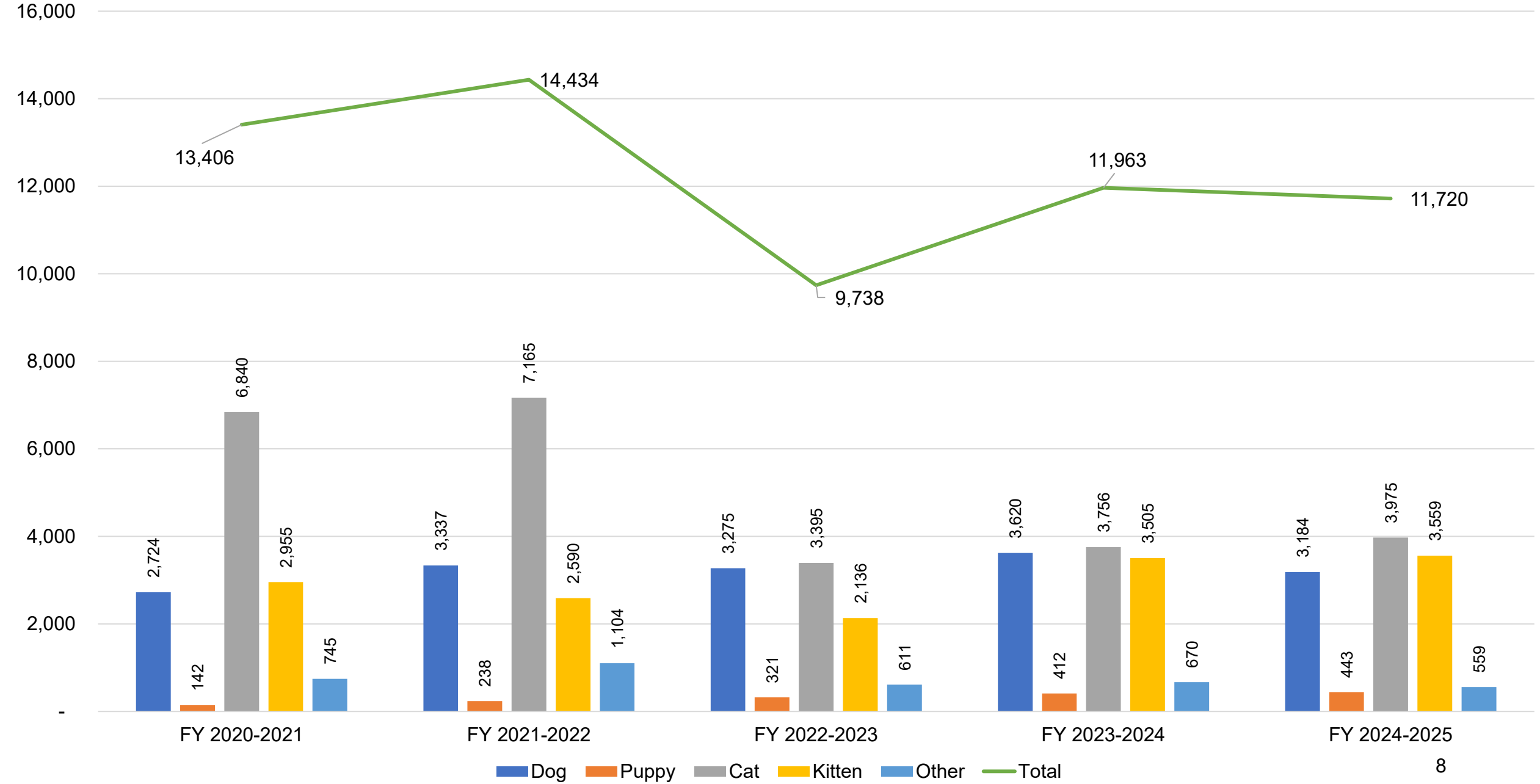


	FY 2020-2021	FY 2021-2022	FY 2022-2023	FY 2023-2024	FY 2024-2025
Dogs	2,910	3,637	3,703	4,171	3,532
Cats	9,958	9,830	5,893	7,342	7,176
Others	763	1,098	702	710	481
Total	13,631	14,565	10,298	12,223	11,189

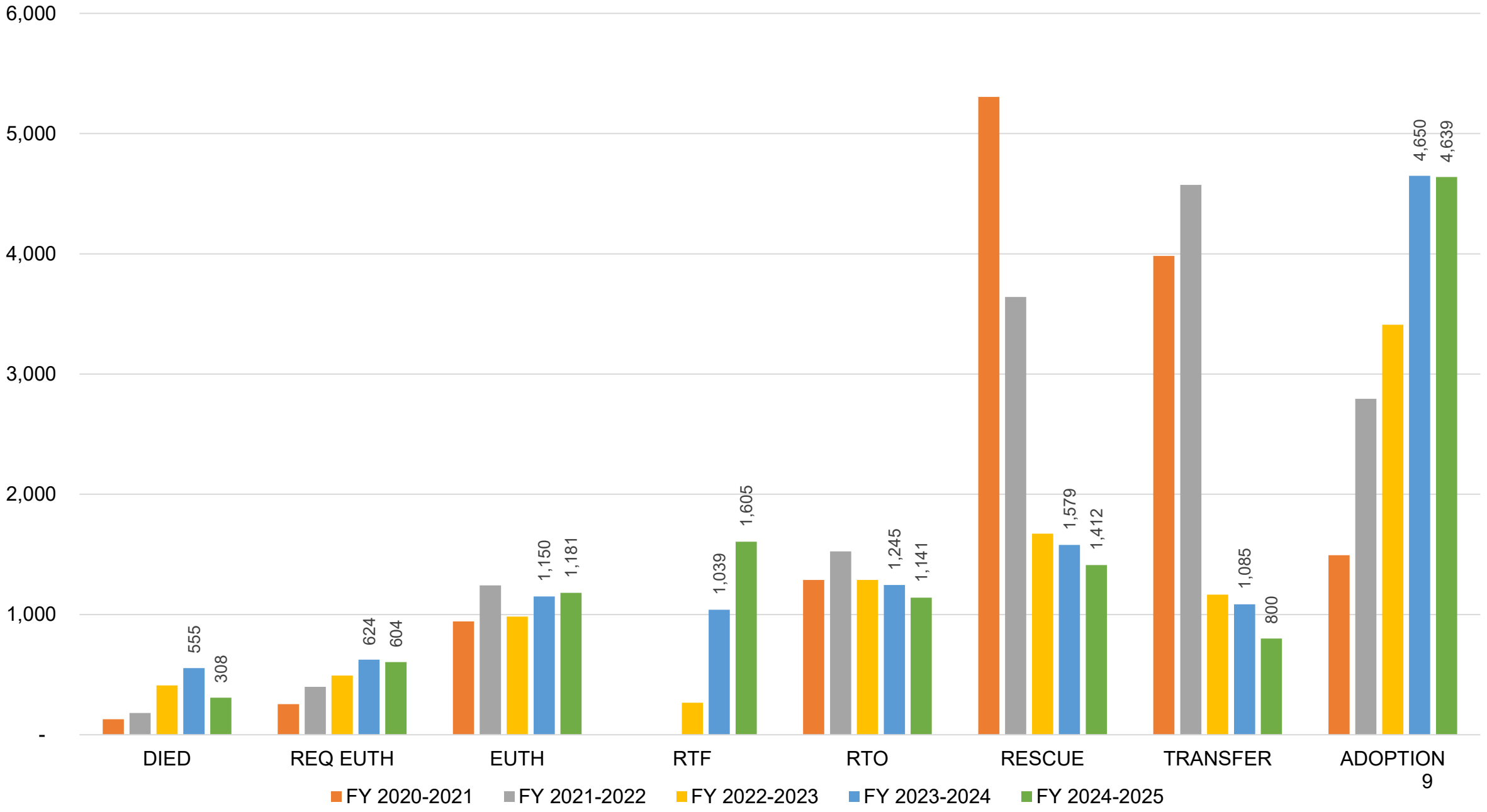
Animal Intake – by Age



Animal Outcome - 5-Year Trend



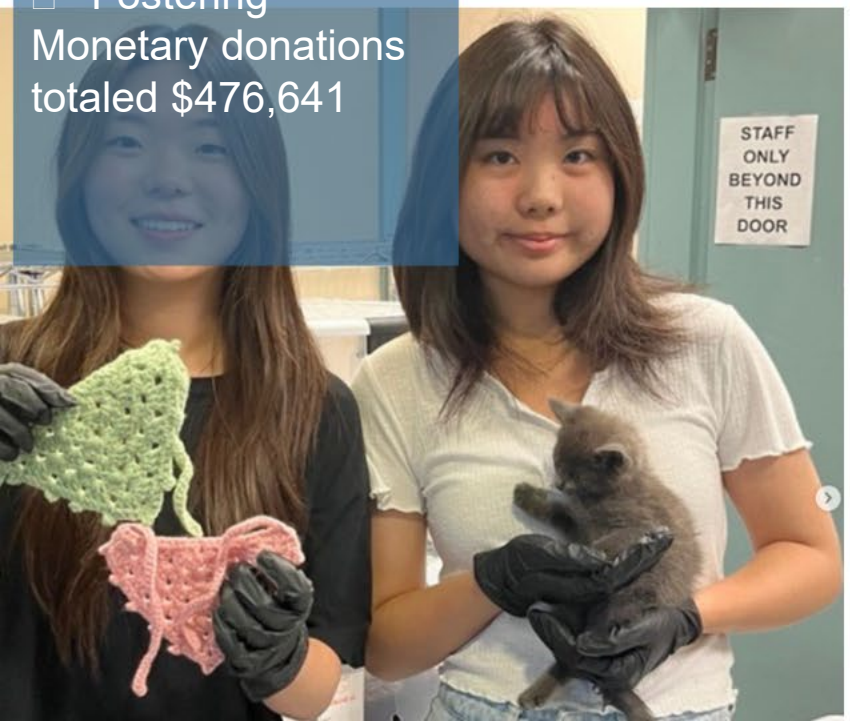
Outcome by Type



Community Support

- Donations
- Fundraisers
- Social media love
- Fostering

Monetary donations totaled $476,641



FACILITIES IMPROVEMENTS

Courtyard Individual Heating/Cooling Units

New EV Vehicle & Charging Station

Energy Efficient LED Lights

Courtyard Adoption Room Signage

Kennel Tops:

SYSTEMS IMPROVEMENTS

Foster Parent Scheduling for Medical Care

SJ ACS Foster Animal Bookings

SELECT A SERVICE

- Weekday Foster Vaccine Appointments — ONLY for VACCINATIONS (No other Vet ser... Read more — 30 minutes
- Sat/Sun - Foster Vaccine Appointments — ONLY for VACCINATIONS (No other Vet ser... Read more — 45 minutes
- Foster Non-Emergency Vet Checkup Appointments — ONLY for Non-Emergency sick animals. For ... Read more — 1 hour
- Dog Foster Surgery Appointments — DOG surgery drop off: 7:30am-8:00am 1) If ... Read more — 10 minutes
- Cat Foster Surgery Appointments — CAT surgery drop off: 7:30am-8:15am 1) If y... Read more — 2 minutes

Enhanced Data on Web

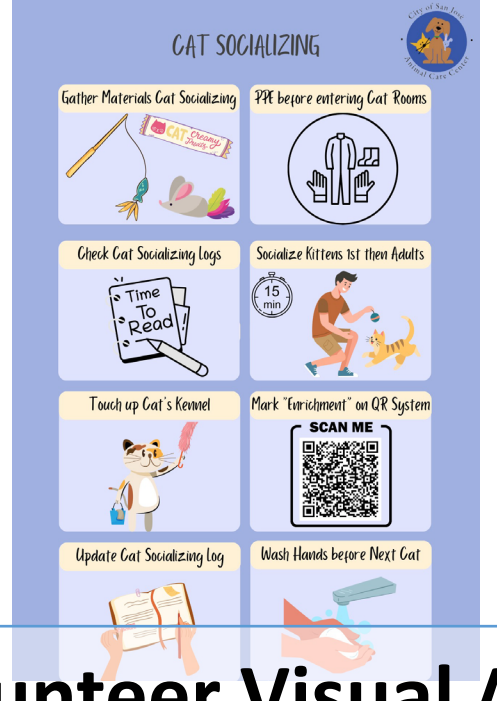
SAN JOSE ANIMAL CARE & SERVICES

Animal Length of Stay at Shelter

8/1/2024 - 7/31/2025

	TOTAL ANIMALS	MEDIAN DAYS	AVERAGE DAYS
CAT	5,712	7	14
DOG	2,551	7	19
OTHER	379	3	30

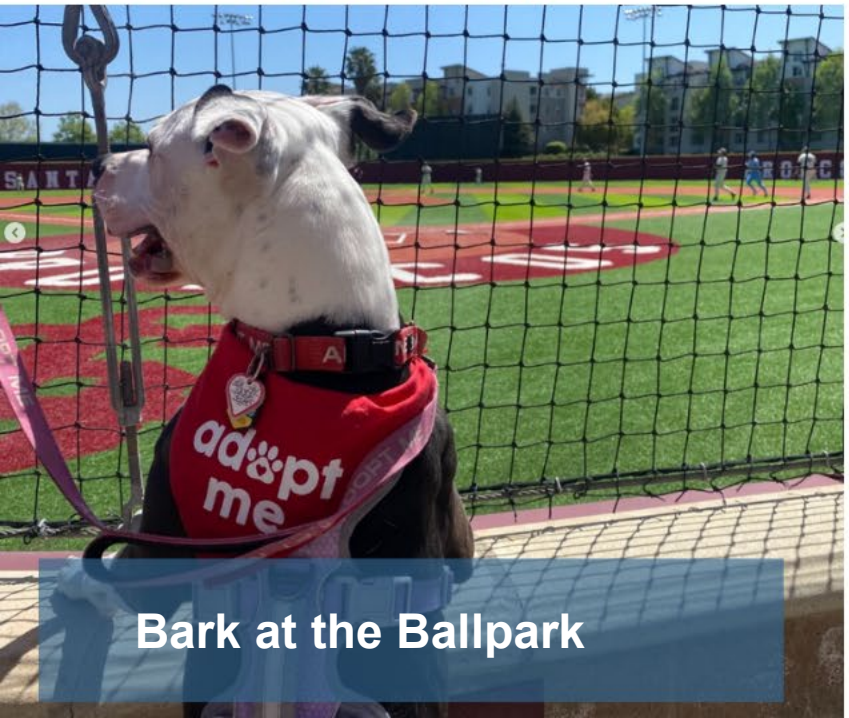
Volunteer Visual Aids



Christmas in the Park

Pawp-ups

Pawsitive-Ripple



Bark at the Ballpark

Health and Wellness Fair

Pucks and Paws

Expanded Relationships with Community Partners

TNR & Owned Animals

RECOMMENDATION	DESCRIPTION
#36 (a) (b)	To increase access to underserved communities and align with other jurisdictions, San José Animal Care and Services should: a. Consider additional license fee exemptions for veterans or disabled veterans in addition to senior exemptions, and b. Review options to provide free or low-cost veterinarian services for owned pets through either grant opportunities and/or working with Humane Society Silicon Valley to determine a regular schedule to provide these services.

Weekly Schedule:

Mon – SJACS TNR

Tues –

Wed – SJACS Owned Dogs

Thur – SJACS TNR + Owned Cats

Fri –

Owned Animals

- EIH Dogs, Found & Field
- 5 appointments per week for unhoused residents

2026

- Build out appointment systems
- All EIH Animals altered

ACS AUDIT SCORECARD

TEAM RESPONSIBLITY: SHELTER MEDICAL FIELD ADMINISTRATION TECH

NI = Not Implemented; PI = Partially Implemented; Final Review = FR; IMP = Implemented

Date of Report: September 10, 2025

MARCH Due

ACS AUDIT SCORECARD

TARGET COMPLETION DATE: ◆ **IMPLEMENTED:** ★

EST COMPLETION DATE : ◇ **FINAL REVIEW:** ○

TEAM RESPONSIBLITY: SHELTER MEDICAL FIELD ADMINISTRATION TECH

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Date of Report: September 10, 2025

ACS AUDIT SCORECARD

JUNE Due

TARGET COMPLETION DATE: ◆ **IMPLEMENTED:** ★

EST COMPLETION DATE : ◇ **FINAL REVIEW:** ○

TEAM RESPONSIBLITY: SHELTER MEDICAL FIELD ADMINISTRATION TECH

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Date of Report: September 10, 2025

ACS AUDIT SCORECARD

DECEMBER Due

TEAM RESPONSIBLITY: SHELTER MEDICAL FIELD ADMINISTRATION TECH

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Looking Forward

1. **Leadership**
   - ACS Deputy Director and Public Information Manager

2. **Animal Care and Capacity Management**
   - Adopt ASV Guidelines & expand implementation of Maddie's Guidelines
   - Strengthen policies for sanitation, feeding, and medical oversight to ensure consistent practices

3. **Community Engagement and Services**
   - Expand contract spay/neuter services and public outreach campaign
   - Strengthen communication with rescue partners

4. **Training**
   - Recurring training calendar covering PPE, sanitation, cleaning, feeding, infectious disease identification, and documentation
   - Onboarding and training for infectious disease protocols and safe handling

5. **Volunteer Engagement and Development**
   - Streamline volunteer enrollment, application, and orientation processes
   - Create role-specific volunteer training materials aligned to ASV Guidelines

6. **Facility and Infrastructure Planning**
   - Study kennel space required with intake and animal inventory data
   - Implement outsourced licensing software

7. **Data, Reporting, and Technology**
   - Timely and accurate data entry in Chameleon
   - Formalize physical inventory tracking with staff responsibilities

8. **Policy and Procedure Standardization**
   - Standardize policy and protocol formats across the shelter
   - Create a policy change communication process for staff and volunteers

Thank You Community, 4,639 Animals Adopted

City of San José Animal Care & Services

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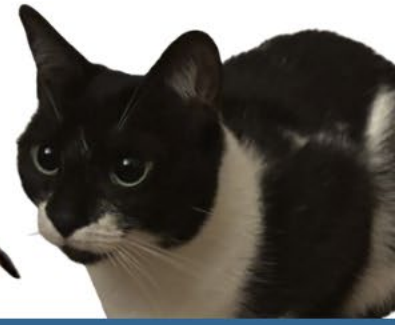
Adopted November 2024

Juice
Adopted July 2024



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ACS AUDIT APPENDIX

RECOMMENDATION	DESCRIPTION
#1	Should assess its shelter capacity & determine the number of animals the shelter can adequately care for using holding capacity by species and staff's capacity for care.
#2	Using data trends such as intake requests and animal inventory, determine whether additional kennel space is required and create a long-term strategy to fund kennel improvements or expansion.
#3	Review the shelter's facility condition assessment. Once completed, identify priority needs and funding requirements for these improvements.
#4 (a) (b) (c)	San José Animal Care and Services should develop a plan to transition away from or reduce intake of newborn kittens. a. The shelter's capacity to care for kittens in-house, including a comparison of the kitten nursery costs and related live outcomes. b. Guidelines for when diversion or overnight care of newborn kittens at the shelter is appropriate c. Pathways when the volume or condition of kittens exceeds the capacity for in-house care, including potential foster care, rescue, or euthanasia.
#5	San José Animal Care and Services should update the shelter's outreach strategy to educate the community through social media and other channels on what to expect before and during kitten season and when intervention with community cats is appropriate.
#6 (a) (b) (c)	To ensure that each animal has an identified path out of the shelter and to reduce its length of stay, San José Animal Care and Services should formalize pathway planning protocols that include: a. Identifying potential pathways (e.g., adoption, rescue, or euthanasia) for animals entering the shelter and their pathway changes and document that in the Chameleon case management system. b. Formalizing steps that staff should take for an animal to achieve its intended pathways (e.g., schedule a spay or neuter surgery, network with rescue groups, promote as an adoption candidate). c. Assigning supervisory or management staff to conduct regular (e.g., daily) assessments of animals' progress towards their pathway.
#7 (a) (b)	San José Animal Care and Services should finalize the shelter's draft euthanasia protocol to: a. Provide clear criteria on when euthanasia may be considered. b. Formalize the process for granting requests to delay euthanasia decisions.
#8 (a) (b) (c) (d)	To ensure the welfare of animals in foster care, San José Animal Care and Services should develop policies to: a. Track the status and location of all fostered animals in a uniform report b. Establish pathway plans for animals in foster c. Accurately track the number of days animals stay in foster care and create limits for how long they can be in foster homes without being adopted d. Document timelines and expectations for when foster caretakers must return to the shelter for medical appointments.
#9	To increase the level of spay and neuter services for community cats and shelter animals, San José Animal Care and Services should work with the Finance Department and the City Attorney
#10	ACS will update the website to reflect the current process to book a spay and neuter appointment as part of the trap, neuter and return process.

RECOMMENDATION	DESCRIPTION
#11 (a) (b)	San José Animal Care and Services (ACS) should: a. Update the ACS Manual to align with the Association of Shelter Veterinarians' Guidelines as they relate to disease detection and isolation, cleaning, vaccines and treatments, nutrition, and exercise and enrichment. San José Animal Care and Services should review the ACS Manual on a recurring basis to incorporate changes to operations and industry standards as appropriate. b. Alternatively, adopt the Association of Shelter Veterinarians' Guidelines as its primary manual and develop systems to ensure compliance with the Guidelines in the areas listed in (a). San José Animal Care and Services should review these systems on a recurring basis to incorporate changes to operations and industry standards as appropriate.
#12	San José Animal Care and Services should develop policies to require supervisory staff to perform regular observations and provide feedback to personnel in each area of shelter and medical operations, including proper cleaning, feeding, and handling animals with personal protective equipment.
#13	To keep personnel informed of their responsibilities in disease management at the shelter, San José Animal Care and Services should provide recurring trainings in high-risk operational areas identified by shelter management. Areas should include using and changing personal protective equipment, identifying infectious disease symptoms in animals, and the steps and responsible parties for communicating and responding to infectious disease concerns.
#14	For staff to have access to up-to-date protocols, San José Animal Care and Services should create a repository of all policies and protocols and make them easily accessible to all staff. Supervisors should also review protocols relevant to staff's daily tasks with new staff during onboarding and when assigned to new job responsibilities.
#15	To keep personnel informed of protocol changes, San José Animal Care and Services should formalize a standard operating procedure to communicate protocol changes to relevant personnel through emails, staff meetings, and other means.
#16	To ensure feeding, providing water, cleaning, enrichment, and kennel location information is properly recorded, San José Animal Care and Services should improve recordkeeping by developing protocols and training staff around timely data entry.
#17	San José Animal Care and Services should formalize and document shelter coordinators and supervisors' areas of responsibilities in oversight and monitoring daily animal care activity. This should include reviewing relevant reports to ensure daily care is provided to all animals and following up if animal care has not occurred.
#18 (a) (b)	To ensure better inventory and recordkeeping management, San José Animal Care and Services should: a. Develop procedures and train staff around tracking inventory for shelter operations, and b. b. Update the Controlled Substances Policy to align with current practice and in accordance with state and other applicable laws, clarify staff access levels, and train staff on the policy.
#19 (a) (b)	To provide context and information about shelter operations, San José Animal Care and Services should: a. Provide additional data on length of stay in public and/or internal reports, which may include median as well as average stay, and broken down by age or other factors b. Include other considerations that can be presented in public and internal reports, such as information on shelter capacity, the impact of unhealthy or untreatable animal intakes on live release rate, or other considerations.

ACS AUDIT SCORECARD

RECOMMENDATION	DESCRIPTION
#20 (a) (b) (c) (d)	To improve data reliability, better manage reports, and further ensure animals are appropriately accounted for, San José Animal Care and Services should assign an individual or individuals to oversee data management. The responsibilities should include: a. Updating and training staff on procedures around data entry protocols, and implementing a process for Chameleon data to be regularly reviewed and data issues to be addressed, b. Working with the Chameleon vendor to assess whether there are standard controls to reduce data entry errors, c. Identifying the most relevant Chameleon reports to inform data reporting and operations, and ensuring data queries are accurate, and d. Establishing a process to track changes made to Chameleon reports and the public dashboards.
#21	To ensure appropriate data controls, San José Animal Care and Services should establish Chameleon access permissions, document who should have access to what in Chameleon, and establish default password protocols in alignment with the City's Information and Systems Security Policy.
#22	To improve rescue engagement and communication, San José Animal Care and Services should develop a communication protocol that includes an assigned point of contact(s) from the shelter and timeframes for responding to inquiries. The protocol should be shared with rescue groups.
#23	To ensure the rescue group roster is current, San José Animal Care and Services should assign staff to regularly update rescue group contacts.
#24 (a) (b)	To ensure appropriate information about rescue animals is provided to relevant groups, San José Animal Care and Services should update its current process to notify rescue groups on available animals by: a. Tailoring the "needs rescue" list to relevant recipients (e.g., dogs/puppies vs. cats/kittens) or providing self-service options to rescue groups, b. Including complete and accurate information about animals, such as age, weight, and medical and behavioral assessments.
#25 (a) (b) (c) (d) (e)	To ensure consistency and transparency, San José Animal Care and Services should develop guidelines on the use of gift and Guardian Angel Program funds to include the following: a. Maximum funds allowable per award, b. Purposes for the use of these funds, c. Method and timeline for making payments to providers, d. A process to track expenditures, e. Require recipients of funds to report annually on animal outcomes.
#26	San José Animal Care and Services should revise its agreement with rescue groups to include availability of gift funds and standard City terms, such as indemnification. Once the agreement is updated, ensure that all rescue groups have current signed agreements on file.
#27 (a) (b)	To make the volunteer onboarding and application process more efficient, San José Animal Care and Services should: a. Develop timeliness targets to process volunteer applications, b. Simplify the process for minor applicants by combining the minor and guardian applications.

RECOMMENDATION	DESCRIPTION
#28 (a) (b) (c) (d)	To ensure a complete and efficient training experience for volunteers, San José Animal Care and Services should: a. Revise the training materials to include essential trainings only for tasks performed by volunteers based on the Association of Shelter Veterinarians' Guidelines b. Make overlapping content (e.g., Fear Free Shelter training) optional c. Add dog and kitten specific zoonotic and infectious disease protocols in the existing training d. Create and display "how-to" posters around the shelter to explain what steps should be taken for each volunteer-related task
#29	To ensure that volunteers are provided key shelter protocols on an ongoing basis, San José Animal Care and Services should formalize communication protocols to inform volunteers about updated shelter practices and protocols and provide informal feedback to volunteers on services provided
#30	To provide a better volunteer experience and improve management of the volunteer program at the shelter, SJACS should assess alternate volunteer management software solutions to better log and track volunteer hours and schedule shifts
#31	To comply with the San José Municipal Code and state law, San José Animal Care and Services should align license terms with the expiration of the rabies vaccine
#32	To improve compliance around rabies vaccine submissions, San José Animal Care and Services should increase outreach to veterinarians to submit these certificates
#33	To allow administrative staff to refocus on other shelter activities and tasks, San José Animal Care and Services should consider options to contract for outside licensing administration
#34	To allow the City to begin its follow-up process for delinquent accounts related to licensing, San José Animal Care and Services should issue outstanding administrative citations in a timely manner
#35	To increase language accessibility for all (including seniors for purposes of requesting exemptions), San José Animal Care and Services should translate the licensing form and incorporate the senior exemptions into the online form.
#36 (a) (b)	To increase access to underserved communities and align with other jurisdictions, San José Animal Care and Services should: a. Consider additional license fee exemptions for veterans or disabled veterans in addition to senior exemptions, and b. Review options to provide free or low-cost veterinarian services for owned pets through either grant opportunities and/or working with Humane Society Silicon Valley to determine a regular schedule to provide these services.
#37 (a) (b)	To assist in the implementation of any remaining recommendations from the Maddie's Fund Shelter Consult, San José Animal Care and Services should: a. Prioritize the relevant recommendations that align with Association of Shelter Veterinarians' Guidelines and shelter operations and develop target dates for implementation of those recommendations b. Designate an individual to monitor and track implementation status, including identifying any roadblocks or next steps to completion
#38	To ensure fairness of service delivery provided to residents, San José Animal Care and Services should consider aligning performance services and metrics with what is provided to the contract jurisdictions or revisit what is offered to other jurisdictions.

RECOMMENDATION	DESCRIPTION
#39	To ensure that San José's cost analysis for services provided to neighboring jurisdictions is appropriate and consistent across the jurisdictions, San José Animal Care and Services should: a. Formalize and track activity and costs to determine whether agreements accurately reflect the level of service b. Improve documentation for the cost analysis for the agreements, such that all costs and activity levels are included